



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

December 23, 2008

John Slyne,
Director Manufacturing & Supply Chain Operations
Millipore, Inc.
28820 Single Oak Drive
Temecula CA 92590

Dear Mr. Slyne:

RE: **FINAL MONITORING REPORT** for Millipore, Inc. – **ET07-0234**

Date of the Visit:	10/6/08
Beginning/Ending Time:	2:30 p.m. – 4:00 p.m.
Date of Last Visit:	4/22/08
Visit Location:	Temecula
Persons in attendance:	Karen Case, Supervisor of Administration, Millipore; Joe Davey, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	12/31/06 – 12/30/08	Agreement Amount:	\$345,600
Training Start Date:	1/22/07	No. to Retain:	300
Date Training must be Completed:	9/30/08	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	64

There were no action-items from this visit.

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ETP (04/15/05)

FINAL REPORT SUMMARY:

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 1/18/07 and training began on 1/22/07. Your staff reported that all training was completed on 9/30/08, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 12/30/08. There was one Agreement Modification that added topics to the curriculum and was approved by the Regional Office Manager on 9/26/07.

- **INTERVIEW WITH KAREN CASE, SUPERVISOR OF ADMINISTRATION, MILLIPORE**

Ms. Case reported that Millipore was able to achieve only partial success in its training project primarily because of a reorganization that occurred in early 2007. James Powers, the original Agreement signatory and head of manufacturing & supply chain operations, left the company, and training did not resume until early 2008 after the completion of the reorganization. Very little training was conducted in the first year of the Agreement term. Some of the training that was originally planned (primarily Six Sigma and Lean Manufacturing) was scrapped after some initial sessions were delivered, and other, less urgent, training conducted in its place.

Ms. Case reported that she did not experience any problems with ETP's record keeping requirements. She reported that ETP's online Forms and Tracking systems were user-friendly and easy to access. ETP's rosters presented some difficulties to trainers and other staff who had to complete the forms, but once a process was established, this too, did not become a burdensome issue. She reported that she had no suggestions that she could think of at the time that might help future ETP contractors.

Ms. Case reported that the main benefit to the ETP training project was that it made the company focus on training to improve the skills of its workforce. Because there was a limited amount of time to complete training, an urgency to conduct as much as possible was created in the final year of the Agreement. She reported that Oracle and ISO 9000 training produced the greatest benefit to the company's efficiency and productivity.

Ms. Case provided Mr. Davey with projected statistics for the closeout of the Agreement. According to Millipore records at the time of this final meeting, you expected to retain a total of 152 (51 percent of planned retentions) trainees for a total reimbursement of approximately \$144,378, (42 percent of the encumbered amount). Ms. Case reported that all training was completed by 9/30/08 and stated that the closeout invoice will be submitted by 1/31/09.

COMPLETED ROJECT STATUS PROVIDED BY THE CONTRACTOR:

Current records (12/23/08) show that Millipore has received \$108,565.50 in unearned progress payments. Mr. Davey reminded Ms. Case that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement. The table below shows project statistics from the class/lab tracking system:

No. Trainees tracked:	234
No. Trainee(s) completed the minimum required hours is:	152
No. Trainee(s) completed the maximum required hours is:	0
Total recorded Class/Lab hours are:	8,021
Total recorded Class/lab hours (for trainees @ 24 minimum hours) are:	8,021
Total amount eligible to earn:	\$144,378

Trainees Started Training (Tracked):	234	Completed Training:	152
Trainees Enrolled:	271	Completed Retention:	0
Dropped Following Enrollment:	119	In Retention Period:	152
No. Completed Minimum Reimbursable Hours :	152		

ATTENDANCE ROSTERS:

Mr. Davey examined Millipore's class/lab rosters for 3 Job 1 trainees who completed the minimum 24 hours of training. The roster sample covered training conducted over nearly the entire 21 month training period. He compared the rosters with information on ETP's online class/lab tracking system. Mr. Davey's review discovered two instances where training on the class/lab rosters did not agree with the number of hours reported on the online tracking system. Both instances were corrected by Ms. Case after the final visit. His review validated that the information on the class/lab rosters contains all the information required as specified in Title 22, California Code of Regulations, Section 4442, Record Keeping. Mr. Davey recommended that Ms. Case conduct a 100 percent audit/review of all class/lab rosters to make sure that the information on the online tracking system corresponds to the information on the rosters.

AUDIT:

Millipore will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

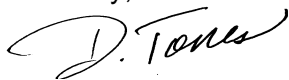
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Joe Davey at (619) 686-1919 or at JDavey@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Field Office



Joe Davey, Contract Analyst
San Diego Field Office

cc: Karen Case, Supervisor Administration, Millipore, Inc.
Kulbir Mayall, Manager, Fiscal & Certification Unit

Master File
Project File

Date report mailed to Contractor December 29, 2008